

FIGURE 1

Replacement sheet

TTS - Detail Display - Problem (Adding a New Ticket)			
Internal	External	Impacts	Text Fields
Severity 4		Status Of Open	Escalation Type No Escalation
Set By TIDWELL, GARY R		Date 05/01/1997	Closed Date 00/00/0000
<u>Sites</u> <input type="checkbox"/> AL <input type="checkbox"/> JAC <input type="checkbox"/> FTL <input type="checkbox"/> MIA <input type="checkbox"/> ATL <input type="checkbox"/> MAC <input type="checkbox"/> KY <input type="checkbox"/> LA <input type="checkbox"/> MS <input type="checkbox"/> NC <input type="checkbox"/> SC <input type="checkbox"/> TN <input type="checkbox"/> ALL			
Person Responsible		Entered By TIDWELL, GARY R	Date 05/01/1997
Target Date 05/12/1997		Initiated By TIDWELL, GARY R	Date 05/01/1997
Problem Discovered By		Category Process	Root
Date Found 00/00/0000		Release Number	CPATS #
Date Started 00/00/0000		Job Name	<input type="checkbox"/> Journals <input type="checkbox"/> Contacted <input type="checkbox"/> RF6355
Verified OK <input type="radio"/> Failed <input type="radio"/>		Brief Description	
Date 00/00/0000		Reset	
Email Add Copy Delete Save Cancel Print Edit Close			

FIGURE 2

Replacement sheet

TTS - Detail Display - Problem (Adding a New Ticket)		X	
<input checked="" type="checkbox"/> Main Inquiry		<input type="checkbox"/> Text Fields	
<div><div><div><div><div><u>Sites</u></div><div><input checked="" type="checkbox"/> AL</div></div><div><div><input type="checkbox"/> JAC</div><div><input type="checkbox"/> FTL</div><div><input type="checkbox"/> MIA</div><div><input type="checkbox"/> ATL</div><div><input type="checkbox"/> MAC</div><div><input type="checkbox"/> KY</div><div><input type="checkbox"/> LA</div><div><input type="checkbox"/> MS</div><div><input type="checkbox"/> NC</div><div><input type="checkbox"/> SC</div><div><input type="checkbox"/> TN</div></div></div></div><div><div><u>Status</u></div><div>Of <input type="text" value="Open"/></div><div>By <input type="text" value="RAY, JEFF"/></div><div>Date <input type="text" value="02/10/2000"/></div></div></div> <div><div><u>Person Responsible</u></div><div><input type="text" value="RAY, JEFF"/></div><div>Target Date <input type="text" value="00/00/0000"/></div></div>			

Closed Date

Entered By

Date

RF6355 Date

AI - Validation

☐ Contacted

Brief Description

Email

Add

Copy

Delete

Save

Cancel

Print

Edit

Close

FIGURE 3

Replacement Sheet

TTS - Detail Display - Bill Notification (Adding a New Ticket)		On Line Documentation	
Main Billing Notification		Text Fields	
Status Notification		Refund/Recovery/Rerun	
Name		<input type="checkbox"/> Refund	
Close Date		<input checked="" type="checkbox"/> Recovery	
Problem		<input type="checkbox"/> Rerun	
Discovered By		<input type="checkbox"/> Usage	
Entered By		<input type="checkbox"/> Related	
Date Found		Date Started	
Date		Date	
Resolved		00/00/0000	
Spec		00/00/0000	
Closed		00/00/0000	
Referred		00/00/0000	
Contact Information		Internal Name	
Internal Name		Phone	
External Name		Phone	
Process Category		Save Ticket as Text	
Root Cause Category		BN	
CPATS #		Change Plan	
<input type="checkbox"/> Bill Mailed Incorrectly		<input type="checkbox"/> Interest	
Brief Description		RF6355	
Email		Add	
Copy		Delete	
Save		Cancel	
Print		Edit	
Close		Close	

FIGURE 4

FIGURE 5

Replacement sheet


CBS Trouble Tracking System (20 tickets retrieved)			▼ ▲
File Report Windows Help			
			
Ticket Problem		Query	Display
ID	Entry Data	Brief Description	▲
145	05/16/1996 03:25 PM	INTRALATA/INTERSTATE LTM CALLS BILLED INCORRECTLY AS TOLL TO LANDLINE CUSTOMER	<input type="checkbox"/>
96639	03/25/1997 12:50 PM	BSLD ACCOUNT #1 DURATION OF CALLS IS INCORRECT	
100937	04/11/1997 03:24 PM	BSLD ACCT 31 CALLS NOT GIVEN DISCOUNT FOR TERM PLAN	
102099	05/01/1997 04:11 PM	RELEASE 97.A/OLEC: USAGE ON MP-4027	
102104	05/02/1997 08:14 PM	MONTHLY SETTLEMENT REPORT NOT CREATED FOR .NET	
102893	05/16/1997 03:13 PM	UF027 ERRORS - KAPLAN	
105141	05/19/1997 05:07 PM	WATSSAVER ON WATS & TOOL FREE DIALING	
106771	06/02/1997 04:01 PM	UF038 ERRORS ON PBC ACCTS IN N.C.	
106012	06/05/1997 02:06 PM	RELEASE 97.A - DIFFERENCE BETWEEN RATING & MAVRIC BILLING 800 USAGE	
112846	06/11/1997 03:45 PM	INCREASE IN MOU IN CELLULAR (MP-3108)	
113345	06/18/1997 02:58 PM	PLAN RECORD WAS NOT SENT TO BSLD VIA CIF	
113457	06/20/1997 09:52 AM	UBO - NEED TO HAVE NEW RALEIGH EXCHANGE ADDED TO ECC TABLES	
113537	06/23/1997 09:35 AM	BSLD GA ACCT 59 TERM DISCOUNT INCORRECT	
113538	06/23/1997 09:37 AM	BSLD GA ACCT 13, 59 NOT TAXING CORRECTLY	
123717	07/24/1997 08:50 AM	BSLD GA PCC INTERNATIONAL TO INTERNATIONAL CALLS SHOULD NOT BE TAXED	
128395	08/13/1997 02:39 PM	ACCOUNT CODES ARE BEING INCORRECTLY ASSIGNED FOR DA CALLS AND MIN. SETTLE. AMTS.	
128445	08/14/1997 11:15 AM	UBO - ISDN CUSTOMER NOT RECEIVING CALL ALLOWANCE IN SC	▼
Ready			

FIGURE 6

Replacement Sheet

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Query – Problem Tickets

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List

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Entities

📅

Dates

6

Impact

🔗

Misc

🔼

Sort

Ticket Type

Problem

▼

Owner

RAY, JEFF

▼

Name	Created	Modified	Last Run	# Hits (last run)
David Wheeler Test Query	10-02-1998	10-02-1998	07-21-1999	11
Gary's Ticket	03-19-1998	03-19-1998	05-15-1999	0
Gene's Default Query	09-10-1998	09-10-1998	07-20-1999	0
Joy Test	02-02-2000	02-02-2000		0
TTS User Delete Query – Problem Tickets	07-26-1999	07-26-1999	08-04-1999	7
test3	02-04-2000	02-04-2000	02-04-2000	38

Test

Set

Add

Delete

Edit

Save

Cancel

Copy

Print

Print All

Help

Close

FIGURE 7

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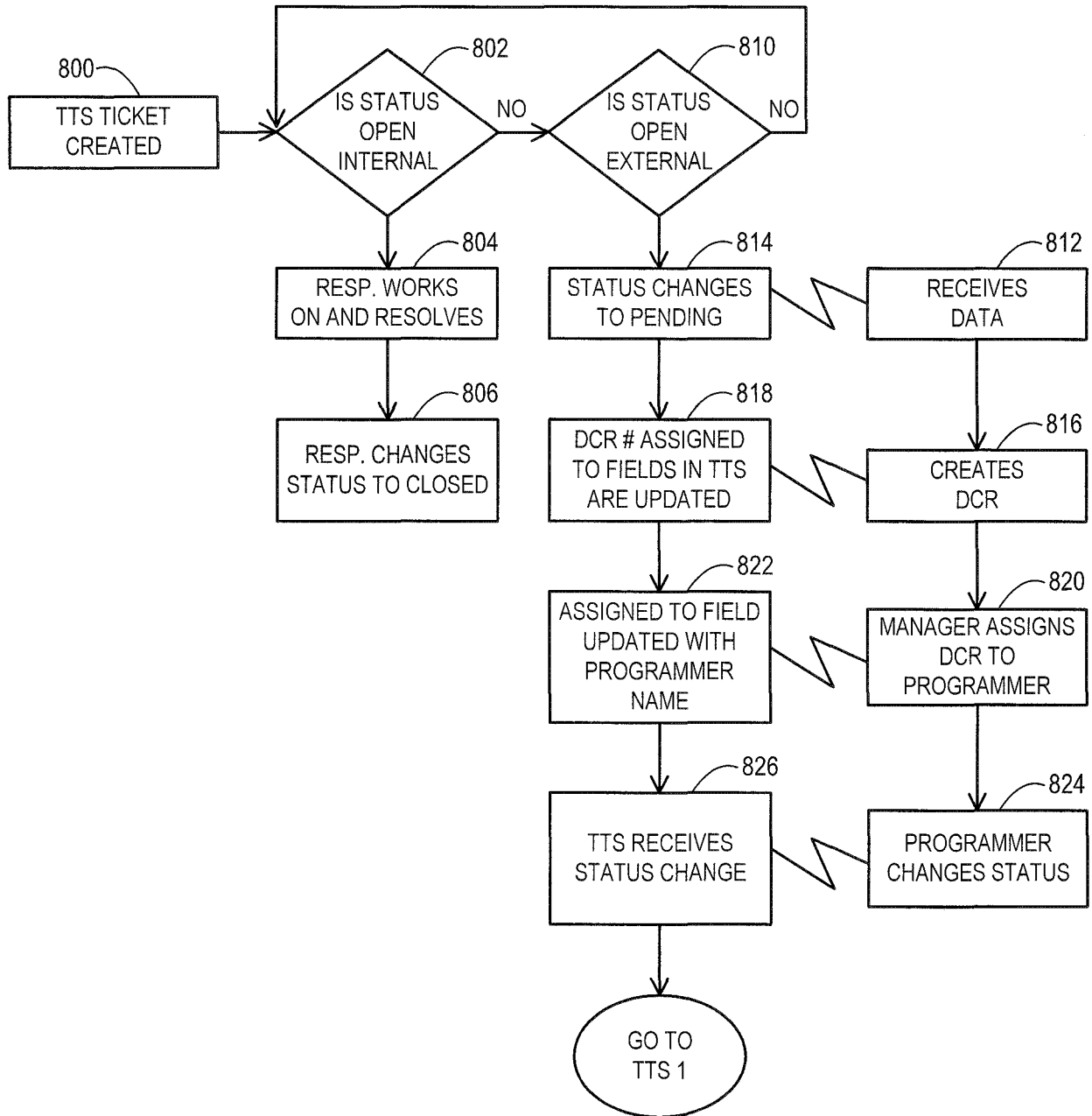


FIGURE 8A

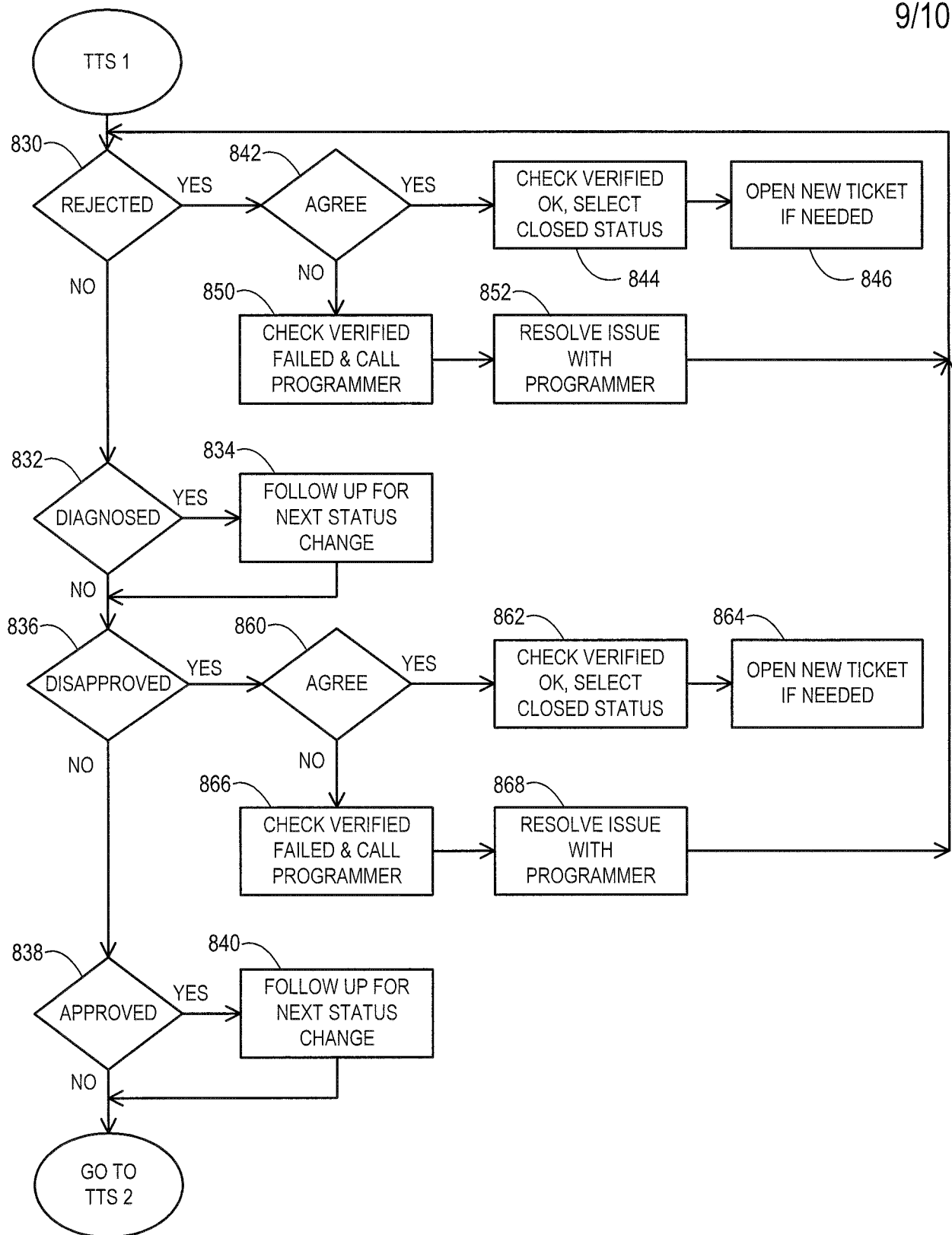


FIGURE 8B

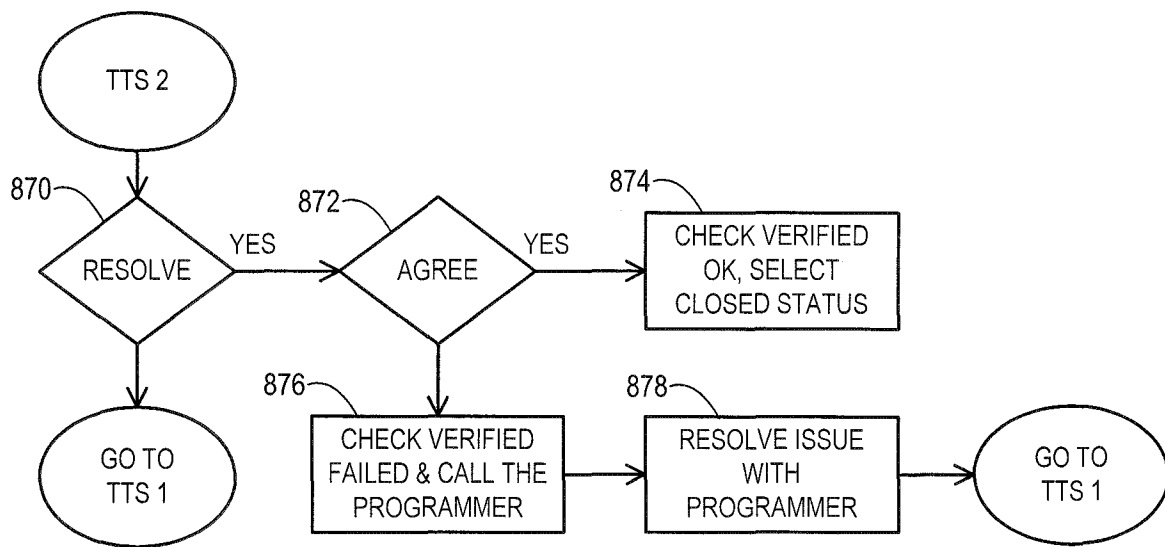


FIGURE 8C